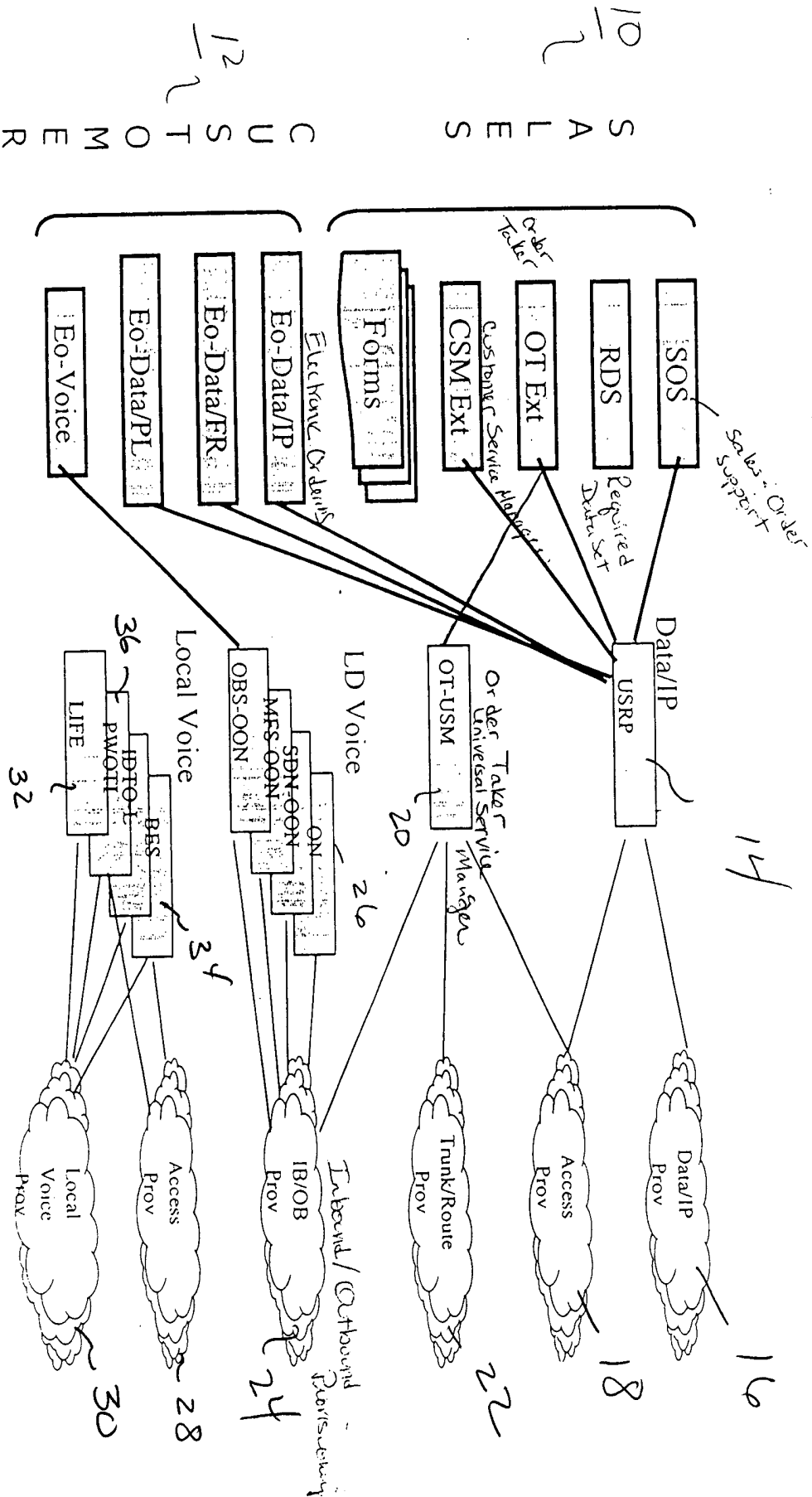


Pre-2002 Ordering Process


$$F|G, 1 \text{ (Prior } A_{\text{eff}})$$

YE 2002 Process Flow

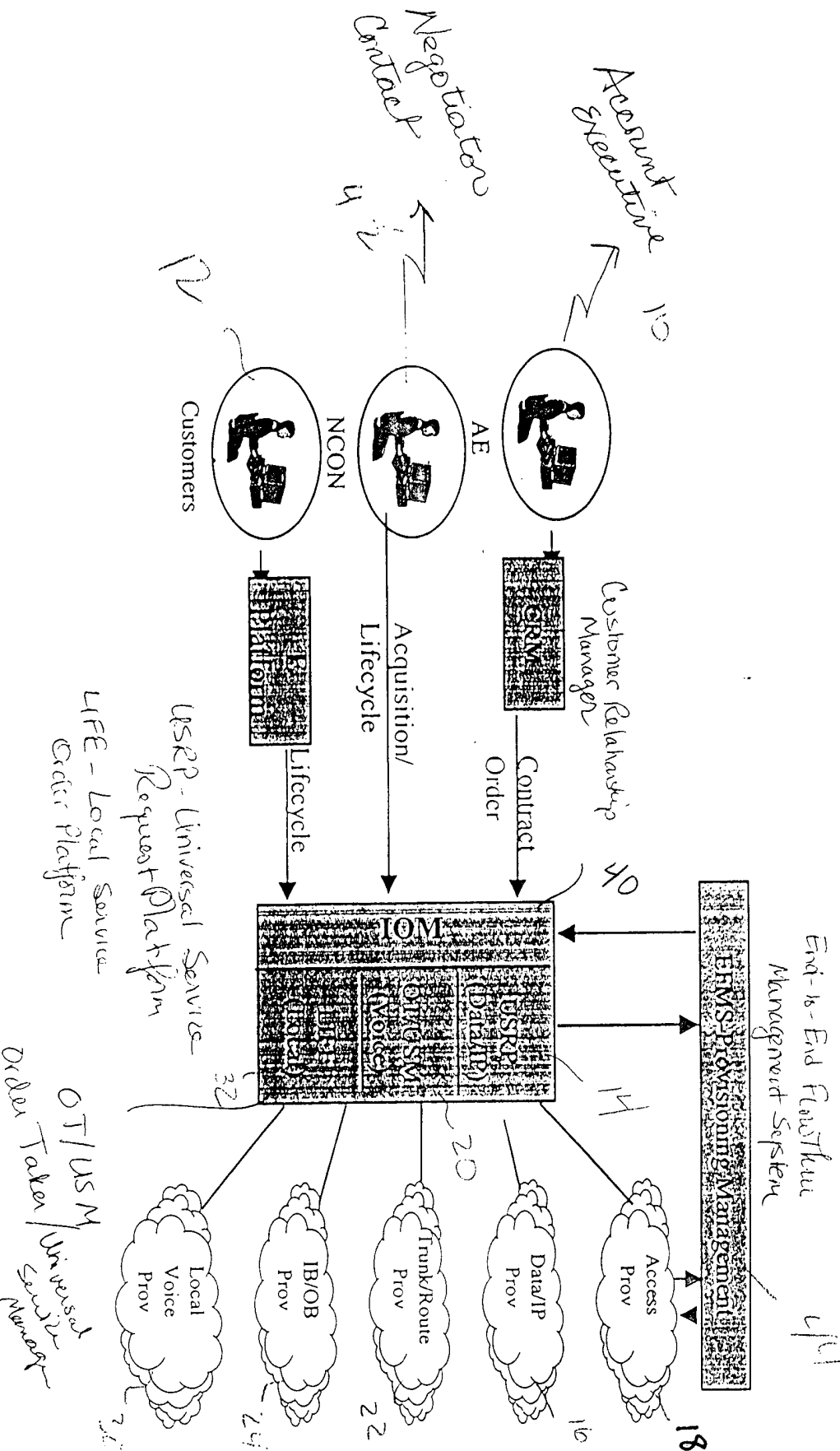


FIG. 2



AT&T

AT&T Labs Innovation Forum

IOM



Customer



Sales (AE)



Channel Partners



NCON/Operations

IA/ eIOM	12	CRM Customer Relationship Manager	10	Customer Connect	42
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Integrated Order Manager (IOM)

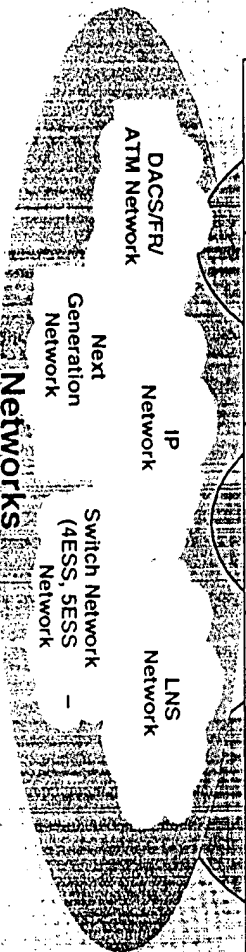
Order Taking
Unassisted
Range/Wire

USRP	OT/USM ON/OONS	GridLife/act PWOT	IGEMS Glob. Enterprise Sg
------	-------------------	----------------------	------------------------------

IP Data/BWA Voice Flow Provisioning	IP Data/BWA Voice Flow Provisioning	IP Data/BWA Voice Flow Provisioning	IP Data/BWA Voice Flow Provisioning
--	--	--	--

E-T - E Flow thru Mgt Systems (EFMS)

ICORE ...	IP Depot NIPA...	BPP SDI/Netplan...	TOPAS NIS...	ASR COLR...
-----------	---------------------	-----------------------	-----------------	----------------



Product Catalog	52
Account Management (UAM)	54
Billing Account Profile	56
Universal Biller	58
Customer Financial Management	60

Account Mgmt. & Billing

FIG. 3

10/14/02

AT&T Proprietary



AT&T

AT&T Labs Innovation Forum

IOM New Frame Relay Access, Port and PVC Express Order

Integrated Ordering Manager (IOM) - Microsoft Internet Explorer

Tue Aug 13 17:22:54 EDT 2002 User: IOM9020337

Back

Forward

Stop

Refresh

Home

Search

Favorites

History

Mail

Print

Edit

Discard

CRM Data Gathering

Home | Interactive Advantage | Write Us | Close | Help

AT&T Business

Integrated Order Manager (IOM)

Tue Aug 13 17:22:54 EDT 2002

User: IOM9020337

Account

Search

Order

New Service

Frame Relay

ATM

Private Line

Dedicated Voice

Switched Voice

Change Service

Disconnect Service

Open

Project/Cart

Project Management

View

Inventory

Reports

Status

Profile

Help

Outbound Switched Voice Training

Frame Relay Product Catalog

Please select one product:

Partial Order

New T1.5 with M24 Access

New FR Port

New FR PVC

Domestic Frame Relay

Express Order

Access, Port, PVC Express Ordering

Access, Port Express Ordering

PVC/ STW PVC Express Ordering

International Frame Relay

Partial Order

New FR Port

* Country:

New FR PVC

For Full T1.5 ports, access can be ordered from Port screen.

FIG. 4

CRM Data Gathering

Add New Frame Relay Access, Port, PVC
Page 1 of 6

Select Account Information

Select the Account for the order if it is not correct.
Note: Fields marked with a black asterisk (*) are required

*** This order is being placed for:**

*** Select Contract/CAPN:**

MCN/AT&T	GRC	SOC	Name
----------	-----	-----	------

7200330 000 ME 30CM 98103001 262

* Enter the Technical Contact who can answer questions from AT&T about the order. The Technical Contact's Email address and/or Fax number is required.

Select Existing Name:

Enter New Name:

*** phone:**

Email:

Fax:

Inventory

reports

tatus

rofile

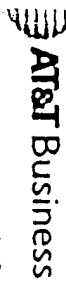
- Outbound Switched Voice Training

$$\frac{\pi}{5}$$

[Back](#) [Next](#)

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Integrated Order Manager (IOM)

Aug 13 17:27:01 EDT 2002 User ID: 9820337

CRM Data Gathering

Enter Port Information

Add New Frame Relay Access, Port, PVC
Page 2 of 6

Port Bill To

Account
Search
New Service
Frame Relay
ATM
Private Line

Dedicated Voice
Switched Voice
Change Service
Disconnect Service

Project/Cart

Project Management

Inventory
Reports
Status
Profile

Outbound Switched
Voice Training

* Select a Port Speed: 64K (1 Channel on a T1.5 W/M24) LMI
* Select a Protocol: (AT&T's default is LMI)

* Enter your Port Alias or Port DLCI:

Port Alias: New POR (Name to use on future reports)
Port DLCI: (If Blank, one will be assigned. Range 16 to 1007)

Back Next Cancel

FIG. 6

AT&T Business

Integrated Order Manager (IOM)

CRM Data Gathering

Enter Access Information

Add New Frame Relay Access, Port, PVC
Page 3 of 6

The speed you selected requires T1.5 With M24.

* Do you want to search for an existing T1.5 With M24?

☐ Yes, Search for an existing T1.5 With M24

☒ No, Order a New T1.5 With M24.

* No Channels selected.

* Select a Jack Type: RJ48X SINGLE-CKT (We recommend SINGLE-CKT)

* Use AT&T Preferred Access Provider?

☒ Yes

☐ No (Note: Selecting "No" may incur extra charges)

Special Installation Instructions (i.e.: Call first before coming):
Special Characters are not allowed and you can not exceed 143 Characters.

270

Important: Inside wiring is your company's responsibility.

Back

Cancel

Outbound Switched
Voice Training

F16.7

Enter Location Information

Add New Frame Relay Access, Port, PVC
Page 4 of 6

* Has Service been installed at the port's location?

- ☒ No, it is a new location
- ☐ Yes, it is an existing location

Location Address

* Local Company Name:

☒ Existing Name: 3COM CORP.
☐ New Name:

* Street: 200 laurel av

Building:

* Room: 15

* City: Middletown

* Country: United States

Suite:

* Floor: 3

* State: NJ

* Zip: 07748

Local Contact

* Contact Name: contact

Contact Email:

* Contact Phone: 732 - 420 - 0000 **

* Local Area Code and Exchange: 732 - 420

Back Next Cancel

Outbound Switched
Voice Training

FIG. 8